



**Southern California Edison**  
*"We're Here to Help"*

LA County Commission on Disabilities  
 February 15, 2012

---

---

---

---

---

---

---

---

**Our Team**



  
 Linda Yamauchi  
 Manager  
 Consumer Affairs

  
 Marilyn Denter  
 Manager  
 Consumer Affairs Outreach

  
 Sal Ramirez  
 Program Manager  
 Consumer Affairs Outreach

2

---

---

---

---

---


---

---

---

**CONSUMER AFFAIRS**

*Identify and respond to the needs and concerns of our elderly, critical care and disabled customers -- early notification is key*



**SPECIAL NOTIFICATIONS**






- Planned outage
- Personal call to customers with medical equipment

**CREDIT ASSISTANCE**

- Elderly, disabled, critical care
- Do not respond to 48-hour notice of disconnect
- Personal call
- Extension/Payment arrangements made

**GOOD NEIGHBOR PROGRAM**

- Customers who need special assistance referred by employees
- Personal call and appropriate follow-up by Consumer Affairs

---

---

---

---

---

---

---

---

## CUSTOMER ASSISTANCE PLAN

You have to let us know!



Contact SCE as soon as problem is identified --  
We'll work with you to keep the lights on!

### PAYMENT ARRANGEMENTS & EXTENSIONS

Up to 3 months on  
past-due balances

No deposit to  
reconnect  
CARE/FERA  
customers

### LEVEL PAY PLAN

Allows for  
budgeting

Spread cost of  
electricity over  
12-month period

[www.sce.com/billhelper](http://www.sce.com/billhelper)  
800-434-2365

### FRIENDLY REMINDER

Designate third  
party

SCE will contact  
person designated  
to remind you to  
pay

800-655-4555

### ENERGY ASSISTANCE FUND

Up to \$100 once  
per year

Based on income

[www.sce.com/EAF](http://www.sce.com/EAF)  
800-434-2365



## SPECIAL PROGRAMS



### CARE California Alternate Rates for Energy

Discount of 20%  
or more

Based on income

[www.sce.com/care](http://www.sce.com/care)  
800-447-6620

### FERA Family Electric Rate Assistance

Discount of 20% or  
more

Families with 3 or  
more persons

Based on income  
and usage

[www.sce.com/care](http://www.sce.com/care)  
800-447-6620

### MEDICAL BASELINE

People who rely on  
medical equipment  
powered by electricity

Specific illnesses  
requiring special  
heating or cooling

Additional energy  
allowance at lowest  
rate

[www.sce.com/medicalbaseline](http://www.sce.com/medicalbaseline)  
800-684-8123

### ESAP Energy Savings Assistance Program

Free energy  
efficient appliances

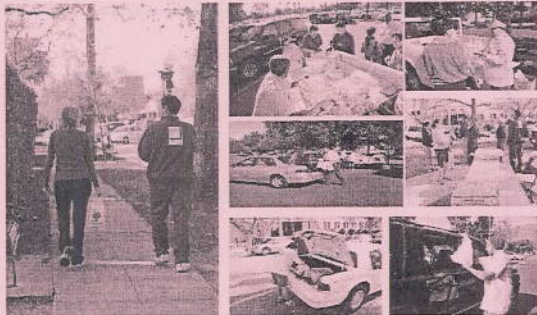
Based on income

Includes delivery &  
installation


[www.sce.com/esap](http://www.sce.com/esap)  
800-736-4777



## DISASTER RESPONSE







## Reaching Medical Baseline Customers

Medical baseline	Contact every MBL customer affected by any outage over 12 hours (not just emergencies)
Current Interim Process	<ul style="list-style-type: none"> <li>DOC notifies CA of outages anticipated to be 12+ hours and provides list of MBL customers affected</li> <li>CA calls MBL customers</li> <li>CA provides MSO with list of customers who could not be reached by phone</li> <li>MSO field employees dispatched to customer homes to notify them of extended outage</li> <li>Status update provided to CA for further follow-up, if necessary</li> </ul>
Future Automated Process	<ul style="list-style-type: none"> <li>Automated Outage Communication (AOC) system contacts all MBL customers through preferred contact method</li> <li>If contact by AOC unsuccessful, personal calls made by CA and/or CCO (depending on volume)</li> <li>If no contact made, MSO field employees dispatched</li> <li>Status update provided to CA for further follow-up, if necessary</li> </ul>

---

---

---

---

---


---

---

---

---

---



## Reaching People with Disabilities

People with Disabilities	Partner with external agencies to extend reach
Ongoing relationship building, partnership opportunities & preparation	<ul style="list-style-type: none"> <li>Partner with organizations such as Regional Centers and disabilities collaboratives to communicate with service providers and clients</li> <li>Develop and grow relationships</li> <li>Establish process</li> <li>Reverse 911 capabilities</li> <li>Case worker visits</li> <li>Partner with Red Cross volunteers to help build relationships and emphasize preparedness</li> </ul>

---

---

---

---

---


---

---

---

---

---



## PARTNERSHIPS & OPPORTUNITIES

PARTNERSHIPS

How can we best partner with you?

Disaster preparedness/response

INFORMATION & EDUCATION

Materials

Training


ONGOING COMMUNICATIONS

How can we stay in touch with you?

EVENTS & PRESENTATIONS

Upcoming events?

Maximize limited resources



---

---

---

---

---

---

---

---

---

---

